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DD FORM 100-200120006-3

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(63 files)

16 NOV 1962

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MEMORANDUM FOR:

SUBJECT : Manpower Survey

1. Below are extracts from the subject report which I should like you to take into consideration in connection with the current survey of the Agency's mail and courier system:

Annex 4, Paragraph 6 g(1) and (2), Pages 6 and 7:

Independent Report on Mail and Courier Services

(1) During the course of the survey we received informally a copy of a comprehensive report based upon a thorough review of the Agency Courier Systems. This report, dated 29 June 1962, was prepared by a records management analyst in the Agency Records Administration Office and addressed to the Deputy Director (Support). It recommended, inter alia, that the bulk of all Agency courier services and facilities be combined under the administration of one Agency official, and suggested that this official might well be the Director of Security. Time limitations did not permit a substantive review of this report; however, we feel it contains a wealth of valuable data, painstakingly prepared. In that action is in process to consolidate so-called headquarters administrative services we believe that the basic recommendation of the report is being met, at least in part.

(2) In our opinion it would be advisable to hold in abeyance action upon the aforementioned report until such time as there is designated a Chief of Administrative Services for headquarters. We have returned the report to the Office of the Deputy Director (Support) with this informal appraisal.

Annex 4, Tabs B and C, Pages 3 thru 7:

The Mail and Courier Branch has an authorized strength of 72, with 74 regular and 9 summer employees on duty.

This branch is responsible for providing scheduled and special courier and messenger service for the entire Agency, except for those offices providing

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their own service; and for receiving, processing, and distributing all official incoming and outgoing mail.

The Development Complement has a personnel authorization of 12, which is in addition to the number authorized the Administrative Staff, although the complement is administered by the staff. The present on-duty strength is 8. The complement is primarily reserved for trainees - both those in external training and those in on-the-job, rotating assignments. It is also used for returnees and special retirement cases where it is not advisable to block a slot in an operating component. Interviews with on-the-job trainees revealed that they are not only learning but making contribution to reducing the workload in the components to which presently assigned.

WORKLOAD

Pieces of Mail Handled

		<u>C. Y. 1961</u>	<u>C. Y. 1960</u>
Mail Section (In-Out)	Total	917, 856	1, 064, 830
Inter-agency		2, 355, 200	2, 547, 116
Intra-agency		<u>4, 192, 904</u>	<u>4, 205, 452</u>
	Total	<u>6, 548, 104</u>	<u>6, 752, 568</u>

Runs Made

		<u>C. Y. 1961</u>	<u>C. Y. 1960</u>
Scheduled			
	Inter-agency	16, 902	16, 307
	Intra-agency	<u>42, 936</u>	<u>27, 040</u>
	Total	<u>59, 838</u>	<u>43, 347</u>
Special			
	Inter-agency	4, 160	3, 900
	Intra-agency	<u>7, 540</u>	<u>6, 500</u>
	Total	<u>11, 700</u>	<u>10, 400</u>

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The increase in runs tells only part of the story. The distances traveled are now greater and the requests for special service runs have gone up 12.5%. The special runs are particularly burdensome since M&CRB has no way of judging these requests either in the Agency or even within its individual elements, there have been cases such as the one where three different courier vehicles, each with two couriers, were sent to the same location outside of Washington within minutes of each other. This would indicate that a screening mechanism, headed by an officer of senior rank, be established for the Agency as a whole or, barring this, that each element establish some such mechanism of its own, e.g., its Administrative Staff.

A recent study made by the CIA Records Administration Officer, DD/S, identified twenty independent courier systems within the Agency employing a total of 140 people. The records Administration study recommends consolidation of the various independent systems into one service under a single head.

Another factor affecting the courier workload is the fact that such agencies as AEC have not agreed to designate an in-town office or central point in the Pentagon as a relay facility. Mail to AEC is delivered to Germantown, Md.

For security and cover reasons, CIA cannot operate its courier system as advantageously as many other government agencies. Because of the sensitivity of much of the material transported, it is necessary to send it by two couriers.

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[] other OL career service employees are on duty both overseas and at Headquarters with other components of the agency. For this group, and those mentioned in the paragraph above, the Personnel and Training Branch must operate a rotation program designed to provide for the planned rotation of personnel to and from these assignments.

The wide variety of tasks in the Office of Logistics necessitates the recruitment, utilization and development of personnel in four different wage scales. In addition to personnel in GS- grades, OL also has personnel in the "blue collar" schedule (W, S&L category) as well as in the LB (lithographic) and GP (government printing) schedules. Maintenance of records on these varying categories of personnel imposes an unusual burden on the Personnel and Training Branch.

<u>Cables Received</u>		
<u>CY 1960</u>	<u>CY 1961</u>	<u>Estimated CY 1962</u>
13, 000	17, 000	23, 000

Conclusions

In general it is believed that the manpower of the Administrative Staff is well utilized.

Due to the type of operation involved there are frequently intervals of time in the courier section when personnel are waiting for their next assignments. Efforts should be made to determine if any of this available time could be utilized in the mail room or in delivering supplies for the Building Supply Branch. By training all of the couriers in the operation of the pneumatic tube reject station and conveyor station better utilization might be forthcoming in the future. Estimates at present indicate the need for more personnel to handle the conveyor stations on the upper floors than are now used; consequently since the Mail and Courier Branch is already over its personnel authorization and last fiscal year put in 6, 409 hours of holiday and overtime, it would appear well advised to consider ways of reducing workload. Some of these are as follows: (a) establishment of inter-agency relay points; (b) education of Agency personnel on available scheduled runs; (c) consolidating requests for service; (d) controlling requests; and (e) cutting down the number of scheduled runs and delivery points.

From an Agency standpoint consolidation of at least some of the courier systems should be given serious consideration and with the advent of the pneumatic tube systems a reduction in the number of individual office couriers.

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We conclude that a development complement of 12 primarily for trainees is a reasonable allocation of authorized strength considering the size of the Office of Logistics.



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Executive Assistant to the
Deputy Director (Support)

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